

Purple Carrot Terms and Conditions

Appointments

Appointments are scheduled specifically for you. By booking an appointment, you agree to the terms outlined below.

Cancellations and Rescheduling

We understand that life happens and, where possible, we ask that you provide at least 24 hours' notice if you need to cancel or reschedule your appointment. This allows us to offer the time to another client who may be waiting for support.

Cancellations made with more than 24 hours' notice will not incur a fee.

Late Cancellations

Cancellations made within 24 hours of the scheduled appointment time may be charged a **late** cancellation fee of up to 50% of the appointment cost, unless the cancellation is due to exceptional or unforeseen circumstances.

Non-Attendance (Did Not Attend)

Failure to attend an appointment without notice, or without a valid reason, will be charged at 100% of the appointment fee. This reflects the time reserved for you and the inability to rebook the appointment at short notice.

Valid Reasons

We recognise that unexpected situations can arise. Late cancellations or non-attendance due to genuine illness, family emergencies, or other unavoidable circumstances may be considered on a case-by-case basis. Please contact us as soon as possible if this applies to you.

Payment of Fees

All appointment fees will be invoiced when you are 'arrived' at your appointment. Payments must be made online within 7 days of the appointment. A late fee of 25% will be added to payments not made within this timeframe.

Any applicable late cancellation or non-attendance fees must be paid before future appointments can be booked.

Our Commitment

We aim to provide a supportive, respectful, and flexible service wherever possible. These policies are in place to ensure we can continue offering high-quality care while respecting the time and needs of all clients.